Glossary

Access Key: Customised accessibility guides that provide convenient and accurate information about venues or events including but not limited to venue layout, parking, access in and around including ease of movement, customer service/ticketing, toilets including environmental specifications, accessible offerings, procedural and sequential information on accessing services and sensory elements

Advisory Committee: Specialist appointees who form a committee that provides advice and recommendations to Maroondah City Council on matters relating to the delivery of strategies, services and activities.

Advocacy: To provide support to a cause or to make public recommendation.

Aquamation: A state of the art regional and leisure centre in Ringwood that incorporates the State Diving Centre, a 66.5 metre 10 lane swimming and diving pool, warm water pool, a dedicated learn to swim pool, a large gym with three separate group fitness rooms, dry diving training room, child care facilities and a cafe.

Auditor-General: An independent parliamentary officer appointed by legislation to examine and report to State Parliament and the community on the management of public sector resources and provide assurance on the financial integrity of Victoria’s system of government.

Asset: An asset is a facility or part of a facility that has value, enables a service to be provided and has an economic life greater than 12 months.

Asset renewal and maintenance gap: The variance between what Councils need to spend on their existing infrastructure to maintain or renew it to its original service potential or useful life, and what Councils actually spend on renewal and maintenance.

Benchmarking: Qualitative and quantitative comparisons with similar services/service organisations that provide a benchmark for service standards and therefore, ensure Council is providing services to the municipality at or above the best possible service quality standards.

Best Practice: To adopt or develop standards, actions or processes for the provision of goods, services or facilities which are equal to or better than the best available on a state, national or international scale.

Best Value: An approach to Local Government service delivery which includes community input, effective service delivery and cost efficiency as key service outcomes. Victorian Government legislation requires all Victorian councils to review their services and adopt a model that consider six principles.

Black Spot program: A road safety program to identify and raise awareness of hazardous spots on Victoria’s roads initiated by the State and Australian Governments.

Biodiversity: Different plants, animals and microorganisms make a variety of life incorporating their genes and the ecosystems.

Capital Works: Projects undertaken to establish, renew, expand, upgrade and dispose of assets owned by Maroondah City Council in the community.


Community Grants: Council funding made available to local not-for-profit community groups and organisations to assist in the provision of activities and services not available through state, federal and private resources.

Community engagement: defined as the range of opportunities for public involvement in Council decision-making, relationship building and community strengthening. Community engagement is achieved when the community is and feels part of a project, process or relationship. Council adopted principles and practices regarding community engagement are outlined in the Community Engagement Policy (2015).

Community Satisfaction Survey: A Victorian Government survey conducted annually to gauge community satisfaction levels with Council services.

Continuous improvement: The process that ensures ongoing review and improvement practices are built into operational activities.

Corporate governance: Council’s responsibility for the economic and ethical performance of the municipality.
Council: The collective group of nine elected councillors that set the strategic direction for Maroondah City Council, monitor organisational performance, liaise with stakeholders and ensure operational compliance.

Council Plan: A four year plan which provides the framework and outlines Council’s medium-term strategies to work toward the outcome areas set out in Maroondah 2040 ‘Our future together’.

Councillor: A member of the community elected in accordance with the Local Government Act 1989 and the new Local Government Act 2020 to represent the residents of a ward within the municipality, as a member of Council.

Croydon Memorial Pool: A seasonal outdoor heated 50m pool, with toddlers’ pool, grandstand and shaded lawn areas.

Croydon Town Square: Was opened in 2019 and provides new vibrant open space in the heart of Croydon, providing improved pedestrian connections between the railway station with Main Street.

Current Assets: Assets where Council expects to receive the future economic benefit within the next 12 months unless the asset is restricted from being exchanged or used to settle a liability for at least 12 months after the reporting date.

Current Liabilities: Liabilities where Council expects to fulfil its obligation within the next 12 months unless the Council does not have an unconditional right to defer settlement of the liability for at least 12 months after reporting date.

Development Contributions Plan: A plan developed by Council that identifies financial contributions required from developers towards the provision of shared community infrastructure to service new developments and communities. Items or infrastructure funded by way of a Development Contributions Plan may include (but are not limited to) the construction or widening of roads, provision of bus stops, public parks and recreation facilities, provision of stormwater drainage and community centres.

Dorset Golf: A secluded 18 hole public golf course located in Trawalla Rd, Croydon offering a fully stocked golf shop and golf lessons.

Environment Protection Authority: A statutory authority established under the Environment Protection Act 1970 to ensure the protection and control of air, land and water pollution, and industrial noise.

Equity: The residual interest in the assets of Council after deductions of its liabilities, which is made up of accumulated surplus and reserves. Total equity is also equal to net assets.

Feasibility study: An analysis and evaluation of a proposed project to determine if it is technically feasible, is feasible within the estimated costs, and will be profitable. Studies also often consider the potential impact of the project and discuss options.

Governance: How Council operates as a decision-making body, its relationship with the administration and the ways that Council engages with their community.

Home and Community Care: Council service which assists elderly and disabled residents with essential house cleaning and daily living tasks so that they can remain living independently in their own homes.

Indigenous: Originating in a particular geographic region or environment and native to the area and/or relating to Aboriginal and Torres Strait Islander people.

Infrastructure: Facilities required for the functioning of the community, such as roads, drains, footpaths, public buildings and waste systems.

Karralyka: An architecturally award-winning function venue and theatre located on Mines Road, Ringwood East. The venue offers outstanding facilities and services for live theatre, corporate events, wedding receptions, private celebrations, conventions and exhibitions.

Liabilities: Future sacrifices of economic benefits that Council is presently obliged to make to other entities as a result of past transactions or other past events.

Local Laws: The laws adopted by Council that prohibit, regulate and control activities, events, practices and behaviours within Maroondah.

Local Government Act 2020: This newly legislated Act seeks to improve local government democracy, accountability and service delivery in Victoria. The Local Government Act 2020 received Royal Assent on 24 March 2020 and will be implemented in four stages from April 2020 to July 2021.
Glossary

**Local Government Act 1989:** This Victorian Government legislation outlines the intention for Councils to provide a democratic and efficient system of local government in Victoria. It provides Councils with the authority to meet the needs of their communities and provides the basis for an accountable system of local governance in Victoria. Most of Council’s statutory requirements under this Act remained in place for the full 2019/20 financial year.

**Local Government Amendment (Performance Reporting and Accountability) Regulations 2014:** Sets out a financial planning and reporting framework for local government, that commenced from the 2014/15 financial year.

**Local Government Performance Reporting Framework:** A Victorian Government planning and reporting framework that seeks to provide a comprehensive picture of Council performance. The framework comprises four indicator sets: service performance, financial performance, sustainable capacity and governance and management.

**Local Government (Planning and Reporting) Regulations 2014:** Supports the operation of the new Local Government Performance Reporting Framework for Councils under the Local Government Act 1989.

**Local Planning Policy Framework:** The Framework provides the strategic basis for land use planning as controlled by the Maroondah Planning Scheme. The Framework consists of the Municipal Strategic Statement together with local planning policies.

**Maroondah 2040 ‘Our future together’:** A shared strategic vision for the future of Maroondah developed by Council and the community. The strategic framework within the community vision provides the strategic basis for all of Council’s service delivery and operations. The Vision was first developed in 2013/14 and was reviewed during 2019/20 as part of a collaboration process with the Maroondah community. The revised Vision was adopted by Council on 22 June 2020.

**Maroondah Federation Estate:** A community, cultural and arts facility located on the site of the former Ringwood Primary School in Greenwood Avenue, Ringwood. The facility incorporates the Maroondah Art Gallery, a cultural centre, a lifestyle centre, the ‘AMazing Space’ accessible playspace, landscaped gardens, tree sculptures, Sensory Time Trail, and a courtyard.

**Maroondah Nets:** An indoor four court, multisports complex that enables training and competition for netball, volleyball, badminton and table tennis with grandstand seating for approximately 300 people. There are also four outdoor netball courts with spectator viewing areas. The stadium has a cafe, male and female toilets, a Changing Places toilet facility, change facilities, officials and first aid rooms, sport association offices, a gym and a multipurpose room.

**Mission Statement:** The overall corporate philosophy that articulates how the Maroondah 2040 community vision will be achieved.

**Municipal Emergency Coordination Centre (MECC):** The centre responsible for the coordination of the provision of human and material resources within the municipality, during response and recovery phases of emergencies.

**Municipal Strategic Statement (MSS):** Outlines the key land use and development objectives and strategies for the municipality. The MSS provides the basis for zones, overlays and particular provisions. Council will review the MSS every three years.

**Municipality:** A geographical area that is delineated for the purpose of local government.

**Net Assets:** The difference between total assets and total liabilities, which represents Council’s net worth. Net assets are also equal to total equity.

**Plan:** A focused and structured detail of action to be undertaken, involving a series of specific steps, to implement the outcomes and key directions of an overarching strategy.

**Planning Scheme:** The planning scheme sets out policies and requirements for the use, development and protection of land located within the City of Maroondah.

**Policy:** A set of position statements intended to influence and provide direction for Council decisions, actions, programs and activities.

**Productivity Commission:** The Australian Government’s independent research and advisory body established to consider a range of economic, social and environmental issues that affect the welfare of Australians. Its role is to help governments make better policies in the long term interest of the Australian community.

**Rate and Charges Income:** Income received from ratepayers in relation to general rates, garbage rates and special rate schemes.
Realm: Council’s new library, learning and cultural centre on Maroondah Highway in Ringwood that is the centrepiece of the new Ringwood Town Square. The facility integrates a library, a learning centre, an art gallery and Council service centre.

Revenue: Revenue is the amount of money that Council actually receives from its activities, mostly from rates and services provided to customers and ratepayers.

Ringwood Golf: An 18 hole public golf course located at the corner of EastLink and Canterbury Rd offering golf lessons, a fully stocked golf shop and a café.

Ringwood Town Square: Ringwood Town Square was opened in October 2015 and integrates with the Ringwood Station and Realm, Council’s library, learning and cultural centre.

Risk Management: A discipline for developing appropriate procedures to minimise or eliminate the risk of adverse effects resulting from future events and activities. Principles for managing risk are set out in the Australian Standards for risk management AS/NZS ISO 31000:2009

Service Centre: Council’s customer service centres handle requests, enquiries and payments from the general community.

Service Delivery Plan: A detailed work plan to guide how a Council service area will achieve the relevant outcomes and key directions set out in Maroondah 2040 ‘Our future together’ and the Council Plan.

Statutory Authority: Organisations established under an Act of the Victorian Parliament or Australian Parliament for a public purpose.

Strategy: A long term systematic plan of action to achieve defined outcomes in an area of Council activity or responsibility. A series of key directions is set out to meet these outcomes and specific actions are outlined to deliver on these key directions.

Structure Plans: A land-use document that provides direction for planning and development of a defined geographic area or precinct. Structure plans are subject to community consultation and may be incorporated into the Maroondah Planning Scheme.

Sustainability: The principle of providing for the needs of the present community without compromising the ability of future generations to meet their own needs. The principle seeks to achieve long-term health and well-being across social, economic, environmental and cultural domains.

The Rings: Formerly known as Maroondah Indoor Sports Centre, The Rings is a four court indoor stadium, catering primarily for basketball and netball users.

Values: Represent underlying attitudes and beliefs within Council that are demonstrated through organisational practices, processes, and behaviours.

Victorian Auditor General’s Office: A public sector audit organisation providing auditing services to the Victorian Parliament and Victorian public sector agencies and authorities.

Vision: A statement of direction that defines the shared aspirations of Council and the Maroondah community. The Maroondah 2040 Community Vision serves to guide all of Council’s service delivery and operations.

Wards: A geographical area which provides a fair and equitable division of a local government area. The City of Maroondah is divided into three wards, each with three elected Council representatives.

Wyreena Community Arts Centre: A classic English Tudor–style building set on four acres of lawns and gardens on Hull Road, Croydon. The facility incorporates a recently redeveloped Adventure Playground, the Wyreena Gallery, and the Conservatory Café. A range of short courses, ongoing courses, after school programs and school holiday programs are offered in the creative arts.

X Space: A children’s playground and activity space adjacent to the Y Space in Croydon Park.

Y Space: An outdoor activity space in Croydon Park designed to enable a variety of activities that meet the needs of young people and the wider community.
Commonly used acronyms

AAS: Australian Accounting Standards
ABS: Australian Bureau of Statistics
ALGA: Australian Local Government Association
ATO: Australian Taxation Office
CBD: Central Business District
CCTV: Closed Circuit Television
CEO: Chief Executive Officer
CFA: Country Fire Brigade
CIV: Capital Improved Value
CMT: Corporate Management Team
COAG: Council of Australian Governments
CP: Council Plan
CPA: Certified Practising Accountants
DCP: Development Contributions Plan
DHHS: Department of Health and Human Services
DELWP: Department of Environment, Land, Water and Planning
DVD: Digital Video Disk
EBA: Enterprise Bargaining Agreement
EDMS: Electronic Document Management System
EEO: Equal Employment Opportunity
EFT: Equivalent full-time
EOC: Equal Opportunity Commission
EPA: Environment Protection Authority
ERL: Eastern Regional Libraries
FDC: Family Day Care
FOI: Freedom of Information
FSC: Fire Services Levy
GIS: Geographic Information System
GST: Goods and Services Tax
HACC: Home and Community Care
IBAC: Independent Broad-based Anti-Corruption Commission
ICT: Information and Communications Technologies
IFRS: International Finance Reporting Standards
IPAA: Institute of Public Administration Australia
IT: Information Technology
KPI: Key Performance Indicator
KSA: Key Strategic Activity
LASPLAN: Local Authorities Superannuation Plan
LGPA: Local Government Professionals Australia
LGPro: Local Government Professionals
LGV: Local Government Victoria
LLEN: Local Learning and Employment Network
MAV: Municipal Association of Victoria
MAC: Major Activity Centre
MBS: Municipal Building Surveyor
MCC: Maroondah City Council
MCH: Maternal and Child Health
MECC: Municipal Emergency Coordination Centre
MEM: Municipal Emergency Manager
MERC: Municipal Emergency Response Coordinator
MEREDG: Melbourne East Regional Economic Development Group
MERO: Municipal Emergency Resource Officer
MFPO: Municipal Fire Prevention Officer
MFB: Melbourne Fire Brigade
MMR: Municipal Recovery Manager
MSS: Municipal Strategic Statement
NAC: Neighbourhood Activity Centre
NBN: National Broadband Network
NCP: National Competition Policy
OH&S: Occupational health and safety.
PC: Personal Computer
PCP: Primary Care Partnership
RMAC: Ringwood Metropolitan Activity Centre
SACS: Social and Community Services
SDP: Service Delivery Plan
SME: Small to Medium Enterprise
UDF: Urban Design Framework
VCAT: Victorian Civil Administrative Tribunal
VLGA: Victorian Local Governance Association